

Job Description



Job Title: Performance and Development Manager	Service Area: Parking Service	
Directorate: Environment and Sustainable Transport	Post Number: FROM TRENT	Evaluation Number: FROM HRMI SYSTEM
Grade: PO7	Date last updated: JUNE 2020	

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Overall Purpose of Job

To lead and drive service improvement across parking in line with the councils objectives.

To be responsible for performance management within the service, including but not limited to; financial management, KPIs, data analysis and improving cost recovery to ensure the overall Parking Service is efficient, effective and continually improving.

Responsible for reviewing, implementing and innovating Parking; strategy, processes, procedures and policy to deliver an effective and efficient Parking Service

To formulate and lead on the delivery of all service wide projects.

Responsible for the development and efficient use of IT/business systems and hardware across the Parking Service.

Job Context

1. The post holder reports to the Head of Parking and will be required to deputise as and when required
2. The post holder has line management responsibility for up to 10 staff.
3. The post holder has budget monitoring responsibility for income and expenditure budgets (circa £35m) throughout the Parking Service

4. The post holder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and in order to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. Responsible for identifying and leading the strategic priorities across the parking service. Leading on the development and implementation of the Service Plan in order to ensure all initiatives deliver effective enforcement and service provisions.
2. Responsible for the development, innovation and delivery of all current and future policy in line with member requirements and key corporate outcomes around traffic management, modal shift and air pollution.
3. Detailed knowledge, understanding and ability to practically apply legislative aspects in Parking, including, but not limited to the; Traffic Management Act 2004, London Local Authorities and Transport for London Act 2003, Road Traffic Regulation Act 1994, London Local Authorities Act 1996 and the 1980 Highways Act in order to ensure parking provisions to residents, business and customers is fair, efficient and serves all stakeholders requirements.
4. Formulate and lead on the delivery of all service wide projects, ensuring implementation of projects deliver effective enforcement and service provisions
5. Responsible for leading and developing a high performing agile workforce through the use of quality initiatives, performance management, KPIs and training programs.
6. Responsible for the submission of the monthly budget monitor returns (revenue & expenditure streams of circa £35m), in line with corporate requirements to; manage, forecast, track and report actual spend/income against planned spend/income. Identifying risks and analysing significant variance in budget performance including salary expenditure
7. Manage service budgets in line with the agreed Corporate strategy, ensuring financial governance arrangements are followed and that appropriate action is taken where income or expenditure is not in line with the approved budget, managing the efficient use of resources within the service area and ensuring value for money in terms of service delivery
8. To lead the development of a strategic approach to parking services and associated service activity. To act as one of the Council's experts and specialist in respect of the functions of the Parking Service
9. To participate in the annual budgetary process; to prepare annual estimates of expenditure and resource requirements to meet service specification including the preparation of proposals for fees and charges and to participate in the preparation of and contribute to the Annual Service Plan.

10. To lead, prepare and present written and/or verbal reports and briefings to the Mayor, Cabinet and other bodies and to attend meetings with Members as necessary or required and ensure that deadlines are met by staff for all such meetings.
11. To develop and maintain close links with all relevant partners, other Local Authorities, stakeholders and bodies both within the Council and outside
12. Lead, manage and implement efficiencies, value for money improvements, identify budget pressures and resource requirements across the entire service through insightful analysis, ensuring continuous innovation and flexibility commensurate with Newham's corporate objectives, statutory and major policy initiatives from government and other government related organisations and bodies
13. Lead high level options appraisals to demonstrate and analyse the impact of proposed strategy, policy and process change on the service, customers and income / savings.
14. Responsible for improving services for the customer and ensuring that the parking regime in Newham is fair and proportionate, and it is accessible and easily understood by the customer.
15. To represent the Council at London-wide and other working groups, meetings, inter-agency gatherings at local, sub regional and regional level etc, to promote Newham and participate in joint working, as appropriate.
16. Responsible for interacting with and providing information related to parking development and service performance to Finance, Legal, Planning, other Council departments, private contractors and external agencies.
17. To maintain relationships with partners and key stakeholders to ensure the delivery of key outputs and performance indicators. To work across the service and council collaboratively
18. Lead, develop and monitor systems to effectively manage all budgets across the Parking Service, including savings and benefit realisation programmes. This includes ensuring business systems across the parking service is fit for purpose and that the System Administrator is carry out their duties to a high standard.
19. To remain fully aware of legislative changes professional, managerial and technical developments within the sphere of responsibility of the service and the wide area of disciplines covering parking services locally and nationally. To provide any necessary advice in relation to the specialist aspects of the teams within the service.
20. Be responsible for the management and supervision of the team, promoting a culture of delivery and effective financial, project and performance management.
21. To develop systems of work, including business system within the parking service to ensure continuous business improvement.
22. Responsible for managing service FOI requests
23. Lead and manage all staff, including recruitment and selection; performance management; staff development; and the formulation and prioritisation of work programmes.
24. Responsible for advising members, senior managers and the council on issues relating to the performance and efficiency of the parking service
25. To undertake other duties commensurate to the grade of the post.

Personal Specification



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Directorate: DIRECTORATE Environment and Sustainable Transport	Post Number: FROM TRENT	Evaluation Number: FROM HRMI SYSTEM
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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
EQUALITY AND DIVERSITY We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.	
PROTECTING OUR STAFF AND SERVICES Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.	
KNOWLEDGE: Political awareness, knowledge and comprehensive understanding of the role and functions of local government Knowledge of service development, quality and performance management techniques and systems Knowledge of modelling and analysis techniques An understanding of operational, policy, procedural and revenue implications of technical developments in parking services	Application Form / Interview Application Form / Interview Application Form / Interview Application Form / Interview

A full working knowledge and understanding of national parking policies, practices, initiatives and law and the ability to use this knowledge in practical applications	Application Form / Interview
Detailed knowledge and understanding of a wide range of Parking Services	Application Form / Interview
QUALIFICATIONS:	
Relevant Degree or equivalent experience.	Application Form/Certificate
Appropriate project management qualification or equivalent experience.	Application Form/Certificate
EXPERIENCE:	
Extensive experience throughout a wide range of Parking Service disciplines	Application Form / Interview
Experience of project and programme management techniques	Application Form / Interview
Experience embedding change management	Application Form / Interview
Experience of influencing skills, a persuasive credible individual who can build rapport with staff at all levels	Application Form / Interview
Experience in managing a team including the ability to identify the training needs of staff, develop a range of approaches to meet them and deliver training/coaching as required	Application Form / Interview
Experience in preparing accurate and meaningful records and analyses including financial information and cash flow projections and to present these to a range of groups and committees, with ability to prepare and monitor budgets and an awareness of the importance of such budgets	Application Form / Interview
Highly accomplished at accurately analysing and interpreting complex quantitative and qualitative data, presenting summary information in a clear and concise format.	Application Form / Interview
Excellent communication, influencing and networking skills and ability to negotiate effectively and achieve desired outcomes.	Application Form / Interview
Experience of budget management.	Application Form / Interview
Experience of managing & controlling income and expenditure.	Application Form / Interview
SKILLS AND ABILITIES:	
Ability to motivate and lead a team	Application Form / Interview
Ability to understanding of the financial and social impacts of relevant parking processes on individuals and the Council	Application Form / Interview

<p>Ability to research, draft and finalise technical papers and policy documents to Council committees and other bodies as required</p> <p>Good communication skills (orally and in writing)</p> <p>Able to offer appropriate proactive advice and guidance on specialist procedures.</p> <p>Ability to deal with sensitive information in a confidential manner</p> <p>Ability to make decisions commensurate to the role, achieving success, delivering innovation and embracing change.</p> <p>Ability to work under pressure.</p> <p>High level of analytical skills</p> <p>Ability to organise own workload and the workload of others to ensure work is completed to a high standard and to deadline.</p> <p>Experience of contributing successful innovative ideas in order to solve problems and improve service delivery.</p> <p>Experience of using initiative and judgement to find solutions to problems for which no standard procedure exists.</p> <p>To demonstrate continuing development related to role.</p> <p>Experience of developing good working relationships with a wide range of internal and external bodies and customers as part of project delivery and/or effective service delivery</p> <p>Lead at team and corporate meetings, sharing best practice and developing effective working relationships.</p>	<p>Application Form / Interview</p> <p>Application Form/Interview Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview Application Form/Interview Application Form/Interview</p> <p>Application Form/Interview Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Ability to;</p> <ul style="list-style-type: none"> • Act with integrity • Communicate openly and transparently • Take responsibility if things go • Treat people fairly and consistently • Include everyone in our diverse community • Stand up to injustice and discrimination • Work hard to make Newham better for everyone • Think creatively to find new solutions • Committed to learning and improving • Treat people with courtesy and compassion • Welcome other people's ideas and perspectives 	<p>Application Form/Interview</p>

<ul style="list-style-type: none"> • Consider how our behaviour impacts on • Have a one council, one team, approach • Collaborate and coproduce to achieve results • Trust, appreciate, and constructively challenge each other 	
<p>OTHER SPECIAL REQUIREMENTS:</p> <p>Willingness and ability to work occasional evenings and weekends to maintain service delivery.</p> <p>Some of the duties undertaken by this post [may/will] require the post holder to have a full current driving licence, and be willing to drive a Council vehicle after completing a Council driving test.</p> <p>This post is subject to a [standard/enhanced] DBS check.</p> <p>This post is exempt from The Rehabilitation of Offenders Act (1974).</p>	<p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Satisfactory clearance at conditional offer stage</p> <p>Application Form</p>